
Purpose	To provide a list of computer system emergency situations and an appropriate course of action to take so that clinic operations can continue with minimal disruption to the participant.
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Definitions	<p><u>Stand Alone</u>: A laptop computer that is operating independent of a server laptop.</p> <p><u>Server</u>: A laptop computer that has been loaded with NT software allowing other laptops to access the data on the server laptop</p> <p><u>Network Card</u>: A card that is inserted into the server laptop which allows the laptop to function in a network (talk to other computers).</p> <p><u>Hard Drive</u>: A device in the computer that holds the WIC application and data.</p> <p><u>Down load</u>: (Check-out) Moving clinic data from the State WIC system server to a laptop computer.</p> <p><u>Upload</u>: (Check-in) Moving clinic data changes from the laptop computer to the State WIC system server.</p> <p><u>Router</u>: A device that allows PC's, laptops, terminals and printers to connect to the State WIC computer system.</p>
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Check Printer Breakdown	<ul style="list-style-type: none">• Check the outlets to ensure that they are working• Check the cables connected to the laptops to ensure they are connected properly.• If the check printer is inoperable, but the application on the computer is working, proceed with clinic.• You can make changes to the client's food package and vendor if necessary• You will not enter the F.I. Processing On-Demand Generation screen• Keep a list of all participant's ID numbers that will need checks produced when the printer is fixed• Notify the State WIC Computer System Help Desk at (888) 275-2018 as soon as possible.
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Stand Alone Laptop Breakdown	<p>If a laptop does not start up (no lights, no activity) or the laptop breaks down during clinic operation:</p> <ul style="list-style-type: none">• Check the outlets to ensure that they are working• Attempt to restart the laptop.
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Proceed with clinic using paper certification forms. If the breakdown occurs in the middle of updating a participant's record, you will have to begin over again on paper. *Note: You will not be able to assign ID Numbers to new participants until the data is entered into the computer.*

**Stand Alone Laptop
Breakdown
(Continued)**

Notify the Help Desk upon returning to the Agency so that the clinic data can be unlocked. Enter the data from the paper certification forms on any available terminal or PC after the clinic files have been unlocked. This should be done within 24 hours.

Document the serial number and State ID number on the damaged laptop to report to the Help Desk.

Notify the State WIC Computer System Help Desk at (888) 275-2018 as soon as possible.

**Server Laptop
Breakdown**

If the server laptop does not start up (no lights, no activity) or the server laptop breaks down during clinic operation, either proceed with clinic using paper certification forms or call the Help Desk.

If another stand-alone laptop and a phone are available, dial into the system and download the clinic data again. (This will take longer than downloading from the clinic). Contact the Help Desk first so that the clinic can be unlocked. If everything is working, perform clinic as usual. You will only be able to operate with one laptop.

Notify the Help Desk upon returning to the Agency so that the clinic data can be unlocked. Enter the data from the paper certification forms on any available terminal or PC after the clinic files have been unlocked. This should be done within 24 hours.

Document the serial number and State ID number on the damaged laptop, to report to the help desk.

Notify the State WIC Computer System Help Desk at (888) 275-2018 as soon as possible.

**Non Server Laptop
Breakdown
(connected to a
server laptop)**

If a laptop does not start up (no lights, no activity) or the laptop breaks down during clinic operation:

- Check the outlets to ensure that they are working
- Attempt to restart the laptop
- Check the network card.

If the breakdown occurs in the middle of updating a participant's record, begin over again on another laptop.

Document the serial number and State ID number on the damaged laptop to report to the help desk.

Notify the State WIC Computer System Help Desk at (888) 275-2018 as soon as possible.

Terminal Breakdown	<p>If a terminal does not start up (no lights, no activity) or the terminal breaks down during clinic operation, or is unable to access the WIC application:</p> <ul style="list-style-type: none"> • Check the outlets to ensure that they are working • Attempt to restart the terminal • Check the network cable
	<p>If the breakdown occurs in the middle of updating a participant's record, begin over again on another terminal, PC or laptop.</p>
	<p>Disconnect the terminal network cable and power cord.</p>
	<p><u>Document the serial number and State ID number on the damaged terminal, to report to the help desk.</u></p>
	<p>Notify the State WIC Computer System Help Desk at (888) 275-2018, as soon as possible.</p>
System Breakdown – WIC Application not Accessible (communication failure/state server malfunction)	<p>If the WIC application is not available to anyone in the Agency, proceed with clinic using paper certification forms. <i>Note: You will not be able to assign ID Numbers to new participants until the data is entered into the computer system.</i></p>
	<p>If the breakdown occurs in the middle of updating a participant's record, you will have to begin over again on paper. The data from the paper certification forms should be entered within 24 hours of the system being restored.</p>
	<p>Notify the State WIC Computer System Help Desk at (888) 275-2018 immediately.</p>
Unable to Download (check-out) data from the State Computer	<p>Shut down the laptop and try to connect and download again.</p>
	<p>If attempts to download by router fail, attempt to download through the phone if possible.</p>
	<p>If all attempts to download fail, proceed with clinic using paper certification forms.</p>
	<p>Upon returning to the Agency, enter the data from the paper certification forms on any available terminal or PC This should be done within 24 hours.</p>
	<p>Notify the State WIC Computer System Help Desk, at (888) 275-2018, as soon as possible.</p>
Unable to Upload (Check-in) Data to the State	<p>Shut down and try to connect an upload again.</p>
	<p>If attempts to upload by router fail, attempt to upload through the phone if</p>

possible.

If all attempts to upload fail, notify the State WIC Computer System Help Desk at (888) 275-2018, as soon as possible.

Lost Participant Data If participant data is not recoverable from the hard drive, all new information entered on the participant's records is lost (old information is still available on the system). This includes all check issuance information. The checks issued will appear on the Questionable Issuance Report once the participant redeems the checks.

Construct a list of all participant names, ID numbers and check numbers from the On-Demand Sign-In Register.

If the participant's certification information, medical data, etc...(any TT-type) was updated, re-enter the information from the paper certification forms if they were printed. If they were not printed, the information will have to be obtained from the participant at their next visit. **Do not attempt to re-issue a participant's checks.**

Check issuance information will be reconstructed from the Bank.

Any new participants certified will be assigned a different ID number once their information is re-entered. (The system does not allow assigning the same ID number).

Change the ID number on the new participant's ID folder and file at their next visit.